

February 19, 2018

Dear Customer,

At ISOFlex Packaging, we recognize that our product quality has a direct relation to our customers' satisfaction of the products and services we provide. Maintaining product quality integrity is a core value through all levels of our organization, from the operators and contractors operating our manufacturing facilities, to our senior management overseeing our business performance.

To ensure ISOFlex is managing its product quality appropriately, we have developed and implemented a GFSI recognized product safety and quality management system called Safe Quality Foods (SQF). This system will ensure consistency in processes and procedures throughout all of ISOFlex's product lines, which will drive improvements in product safety, quality and ultimately customer satisfaction.

ISOFlex Packaging (Pompano, Chicago, Nashville and Statesville facilities) is committed to GFSI standards and as such are a certified SQF Level 3 manufacturer of polyethylene film and bags.

We are dedicated to being a leader in the food packaging industry by maintaining a high level of product safety and quality control with GFSI/SQF recognized certifications. Our buyers and customers can be assured that their product has been manufactured, processed and handled according to the highest standards, both nationally and internationally.

Our organization has developed and maintains the controlled system necessary to achieve its customers' requirements for product conformance. Resources, information and methods have been scheduled to monitor, measure (where applicable), analyze and manage these processes and carry out any actions necessary to achieve the designed results.

Our SQF program is based on HACCP and Quality plans.

Some of the elements covered in our manual are as follows:

1. Management Commitment

ISOFlex management is responsible for ensuring implementation and maintenance of the product safety and quality management system.

ISOFlex management has ensured that key business indicators have been identified, are linked to daily activities and customer needs, and are monitored at appropriate intervals with the goal of continuous improvement.

Senior management is responsible for allocating sufficient resources for the staffing of departments in regards to quality, product safety, continuous improvement and training activities.

Team members are responsible for executing assigned quality, food safety and continuous improvement activities as specified by regulatory agencies, customers' and SQF requirements.

2. Quality Commitment

ISOFlex recognizes customer satisfaction is of primary importance to its success. Mindful of its responsibility to the consumers it serves directly and the customers who resell its products, ISOFlex Packaging strives to understand their requirements and concerns and to merit their business by responding effectively to their needs.

ISOFlex has implemented a product safety and quality management (PS&QM) system that ensures a safe quality packaging materials that includes processes and procedures to monitor the effectiveness of the system.

Continuous improvement is the foundation of the quality system.

ISOFlex has implemented a product safety and quality management system that ensures compliance as applicable to Good Manufacturing Practice (GMP) as outlined in the code of federal regulations (21 CFR Ch. 1 Part 110), Good Laboratory Practice (GLP), and Food Safety (HACCP Codex Alimentarius).

3. Document Controls and Records

ISOFlex has developed and maintains documentation for its product safety and quality management systems that is appropriate for the organization, its processes and personnel.

ISOFlex has established procedures to control documents for the quality management system. This includes approval of documents for adequacy prior to use, review and update as necessary; re-approval of documents; identification of the current version of documents; relevant versions of applicable documents available at point of use; assurance that documents remain legible and readily identifiable; and identification of any obsolete documents to prevent unintended use.

ISOFlex has established procedures for identification, storage, retrieval, protection, retention time, and disposition of records providing evidence of service conformity and of the effective operation of the quality management system.

4. Specification and Product Development

Procedures are in place for management of specifications to ensure that the quality parameters and associated control mechanisms of all current products manufactured by ISOFlex are defined and regularly reviewed for effectiveness. All raw materials and packaging materials come from approved suppliers that meet ISOFlex's specifications, comply with relevant legislation and are validated with certificates of conformance, certificates of analysis, or sampling and testing.

A documented procedure is in place for the development of new products, as well as the modification of existing products.

5. HACCP & Quality Plan

ISOFlex has developed, implemented and documented Product Safety Plans and Food Quality Plans using the Codex Alimentarius method.

6. Non-Conformance, Corrective Actions and Complaint Handling

There are procedures in place to handle and investigate non-conforming materials as well as management and investigation of customer complaints. We take corrective and preventative actions as a result of investigations. ISOFlex ensures that appropriate corrective actions are taken to eliminate the root cause of nonconformities and prevent recurrence.

Records of actions taken and appropriate follow up activities are maintained.

7. Product Identification, Trace, Withdrawal and Recall

There are established procedures for the identification and traceability of materials, per the requirements of or Product Safety and Quality Management System – SQF.

ISOFlex maintains a product identification record. All Bill of Lading documentation displays the correct product descriptions, company name, and a time and date code to facilitate trace back. Customer and regulatory specifications are met at all times. All materials are clearly labeled and identifiable during all stages of receipt of materials, during production, during storage in designated areas and shipping (dispatch).

ISOFlex maintains a product trace system that ensures finished products are traceable to the customer. This system provides traceability through the process of raw materials, packaging and destination.

The effectiveness of the trace system is tested annually.

Records of all products shipped (dispatched) including the details of the product and where, to whom product was sent, the quantity and dates the product was sent are maintained in WMS and AS400 System. ISOFlex maintains a product withdrawal and recall system in the unlikely event that a removal of ISOFlex products from customers is needed. Well defined Recall Program provides the ability by ISOFlex to locate and identify Film/Bags considered as a food safety risk to our customers and consumers.

All finished products are part of the product withdrawal and recall plan. A communication plan is in-place to inform customers, consumers, authorities and other essential bodies in a timely manner. The effectiveness of the product recall system is tested annually.

8. Food Defense

ISOFlex maintains a Food Defense plan to assure the security of the facility from sabotage or terrorist incidents. This plan is for preventing product adulteration caused by a deliberate act of sabotage or terrorist activity. Measures are in-place to ensure the secure storage of raw materials, packaging materials, equipment and hazardous chemicals.

The entire security system is maintained and reviewed at least annually. All efforts are made at ISOFlex to ensure the security, safety and quality of finished product at all times.

9. Training

ISOFlex maintains a training program to educate the employees in safety, quality and workmanship. All employees are required to be trained in all Work Instructions, food safety and quality Procedures pertaining to all work areas that they are currently assigned.

In addition to General SQF System requirements, there are other programs/processes in place at our manufacturing facilities to ensure product quality consistency and that our products meet the regulatory requirements for their approved end-use. The following statements are to ensure ISOFlex customers that our products meet their needs.

ISOFlex manufacturing facilities (Pompano, Chicago, Nashville and Statesville) have the following:

- Supplier Management Program
- Water and Air Quality Program
- Calibration of Equipment
- Management of Pests and Vermin
- Premises and Equipment Maintenance
- Cleaning and Sanitation
- Control of Foreign Matter
- Transport and Delivery
- Waste Management and Disposal
- Comply with Good Manufacturing Practices requirements, and are subject to periodic internal audit and certification.
- Have strict security standards, including secured entry points, strict visitor policies with limited access, employee/contractor screening programs, etc. to protect both our facilities and our product integrity.
- Processes in place to properly identify and trace the product through the use of specific batch codes tying the specified product to the qualification tests.
- Procedures to identify, segregate, and determine appropriate disposition of non-conforming product
- Processes which drive both corrective and preventative action to further improve our quality performance.

If you have any questions, feel free to contact our GFSI/SQF Corporate office.

Thank you,

Keith VanHulle



Technical Director - Corporate